

MINUTES OF MEDIACOM PUBLIC HEARING

JUNE 2, 2011 7:00PM

1. Mayor Hocker opened the Meeting at 7:00pm with a flag salute.
2. In Attendance: Mayor Gerry Hocker, Council Members Jon Subity, Richard Thomas, Gordon Wood, and Joan Bennett; Town Solicitor Seth Thompson; Town Manager Debbie Botchie; and Town Clerk Donna Schwartz.
3. Mayor Hocker asked for a motion to enter into the Public Hearing. Council Member Subity made the motion and Council Member Bennett seconded his motion. All present voted in favor. Motion carried unanimously.
4. Mayor Hocker read the prepared introductory statement and invited members of the public to come to the podium to speak.
5. Audience comments:
 - a. Jim Elwell – Windhurst Manor.

Mr. Elwell stated that he was very pleased with the town taxes, the town's people and the ocean; however, he felt very negative about Mediacom. He has lived in Millville for 13 months and has phoned them at least monthly. The local office takes only payments now, there is no one working there any longer to help with problems. Mr. Elwell has been told by the Mediacom service center things like "there is construction in the area" or they need to "redirect" their signal.
 - b. Loretta Primus – Windhurst Manor.

Ms. Primus stated she felt Mediacom was very irresponsible and not truthful. Their customer service needs improvement especially now that Dagsboro's phone has been disconnected. Ms. Primus told Council that her TV goes out nightly, as does her telephone and Internet. She felt the cable company needed accountability.

c. Jamie Sower – Windmill Dr.

Mr. Sower stated he is a teacher with the State of Delaware. He explained he must use forms and applications for grading which are accessible from the Internet. He expressed being upset regarding the number of times those applications are unavailable with Mediacom. Mr. Sower would like to see some better sports packages.

d. Richard Shoobridge – Millville By the Sea

Mr. Shoobridge expressed being upset about not having access to Fox Business News. He would like to see Mediacom offer a longer-term contract for special offers. He stated his monthly bill went from \$120 to \$210 at the end of his one year contract. Mr. Shoobridge also stated he would like “a truth in pricing” policy included with his bill. Also, he wants the capability to have customer’s select a “customized” package that would fit “their” needs and felt Mediacom needs a local access channel.

e. Leslie Smith – Bethany Bay

Ms. Smith stated similar problems with TV reception and loss of her Internet connection. She questioned whether the Town had contacted Comcast about bringing service to Millville. Ms. Smith noted that Mediacom sells an Internet phone service which is not their product that does not perform well.

Debbie Botchie announced during outage times customers can call Mediacom and ask for a credit. Ms. Botchie also mentioned a new area director has been assigned to our area by Mediacom.

Seth Thompson responded to a question regarding the exclusivity of cable services in Millville. He said that the franchise agreement was non-exclusive, and other cable companies could ask the Council for permission to service Millville.

f. Martha Jenkins – Bethany Beach

Mrs. Jenkins commented she felt the four towns working together would prove to strengthen the agreement for the property owners.

g. Carl Long – Windhurst Manor

Mr. Long was told by Mediacom he could not get service and since has contracted with Verizon for Internet, Phone and Direct TV service which he is very happy with and highly recommends to others.

h. Ken Lieb – Irons Acres

Mr. Lieb suggested part of the problem with Mediacom is the wires are at least 20 years old and Mediacom are having financial problems which means they will not be replacing them any time soon. Mr. Lieb agreed writing letters to the FCC and state and local elected officials could be helpful to resolving some of these issues.

Council Member Bennett stated she has the Mediacom service and is equally unhappy with her home service. Mrs. Bennett also stated she is very much in favor of a local government channel. This sort of channel can be used to better inform residents and property owners of what is happening in their towns.

Mayor Hocker and Town Manager Debbie Botchie thanked everyone for attending and sharing their problems and suggestions regarding Mediacom and they will report on the outcome of the negotiations with the franchise agreement utilizing the town website, newsletter and the “call-em all” phone service.

Council Member Bennett motioned to adjourn the public hearing at 7:48pm. Council Member Subity seconded her motion. All present voted in favor. Motion passed unanimously.

Meeting adjourned at 7:48pm

Recorded and transcribed by Donna M. Schwartz